

From the Director

Technology: Embrace & Commitment
By Steve Saltzgiver

This past month, I had the opportunity to speak to several classes of Weber State University students with their Automotive Technology degree program. It was very refreshing to see the high quality, professionalism and personal integrity exhibited among these students. Their excitement and enthusiasm in the field of automotive technology and fleet management reminded me why I chose this profession as a career. Where else but fleet management can you witness such a personal transformation in the area of change management and technology.

A vehicle has become much more a personal convenience, and sometimes we forget just how complex they are. The average vehicle today has more technology than the Apollo 13 spacecraft. It just boggles the mind to think about how much has transpired in technology with transportation and other personal conveyances.

Where is this technology going? I helped my son move this past month to Los Angeles. Part of our discussion was about his car temperature getting hot as he traveled through the Mojave Desert. I remember a time when you couldn't take a car through the desert without several gallons of coolant on hand. When was the last time your new car heated up? Technology has allowed us to virtually eliminate this malady associated with vehicle maintenance.



Just last month, Toyota announced that they are prototyping a new vehicle that will "parallel park itself". (Where was this when I was in driver Ed?) Electronic gizmos, fuel cells and hydrogen fuels are becoming more than a vision. The future of transportation is here – vehicles that park themselves, cars that unlock themselves, cars that wake their drivers and GPS systems that know where the drivers is before they know. The new technology using "Black boxes" that records vital functions in the vehicle like braking and speed, are also becoming an essential part of the vehicle computer packages. I read an article recently where the car's computer was challenging the driver's testimony in court. Cars testifying against their own owners? I see new legislation forthcoming; "Cars taking the Fifth Amendment? Car homicide laws? Car abuse? Who knows...."

Reflection on the technology helped me renew my excitement for fleet management. I'll try to not take things for granted in the future. Those of

us that work directly in the fleet industry have much to be excited about, and I'm setting a new goal to be less complacent. My goal is to be more proactive and keep on top of the technology and innovation before it takes place without us. Also, I'm committing to share more of my experience and knowledge with others in the industry. If knowledge is really power, we need to help others become more powerful so they can be effective leaders in the fleet community. This week, I'll be speaking fleet technology and innovation to a group fifth graders. (Maybe I'll change my mind about sharing knowledge)

Unfortunately, this new career emphasis will do nothing to arrest the number one problem in fleet management, which is; "Seeing, specking, testing, buying and driving vehicles we can never afford to own personally!" Oh well one issue at a time....

Operations News

Preventative Maintenance is Important.

Preventative Maintenance on Full Service Lease Vehicles

For those responsible to ensure preventative maintenance is performed on full service lease vehicles from Fleet Operations we would like to offer five reminders:

1. All vehicles need to have the preventative maintenance listed in the ARI coupon book completed in a timely way. Repair costs associated with lack of preventative maintenance will be charged to the leasing agency. If the vehicle you are responsible for is not current on preventative maintenance service, please have the vehicle serviced as soon as possible with the ARI coupon closest to your current mileage and then follow the coupon book mileage intervals for preventative service from that point forward.
2. The private vendor chosen by the leasing agency to perform the preventative maintenance on the vehicle must be able to do all the services listed on the ARI coupon (for example some vendors are not able to perform a transmission service).
3. Once the service is completed by the vendor ask for a receipt that details the services performed. Please verify on the receipt that the charges are correct and that the services listed on the ARI coupon were performed on the vehicle.
4. Drivers of full service lease vehicles should never use "gascard" to pay for preventative maintenance. The gascard on full service lease vehicles should only be used for the purchase of fuel, vital fluids for the vehicle, miscellaneous parts (for example wiper blades) and car washes. All purchases of preventative maintenance on gascard will be charged back to the agency by Fleet Operations.
5. Please inspect leased vehicles regularly between maintenance visits to prevent potential breakdowns. For example the tire pressure should be checked regularly to ensure the appropriate handling of the vehicle and even tire wear.

Thank you for your support in maintaining the safety and value of state vehicles by having preventative maintenance performed appropriately.

Easy Parallel Parking??

PARALLEL PARKING BY REMOTE CONTROL

Did you ever drive around the block to avoid parallel parking your car? Did you get stressed out over that part of your road test? You may not have to worry about that much longer.

Toyota has recently unveiled a car that parks itself.

Toyota's new hybrid gasoline-electric Prius sedan uses electrically operated power steering and sensors that help guide the car when reversing into parking spaces. At a demonstration for the press, Toyota President Fujio Cho sat in the driver's seat with his hands held up away from the steering wheel as the car parked itself.

Surplus News

The surplus agency has moved some personnel around due to the slow-down of federal property donations.

One change was to move Glen Wright to the State surplus program to assist in the area of equipment sales.

Glen brings a great deal of equipment knowledge with him and with his natural sales ability is able to assist the potential customer in making an informed decision. This move has been very beneficial for the State, the agency surplusizing the property and the State surplus program itself. Surplus objectives have always been to get the most value possible from every sale and we often solicit input from the agency from which the property is surplusized as to estimate value, alternative uses, and even potential buyers. UDOT and Wildlife Resources have been very good about establishing price targets for their property. Obtaining the target price is easily said than done. However, armed with expert knowledge Glen has been able exceed all expectations. Some examples of what Glen has achieved:

1992 10-wheel dump, asking price \$7,000, sold price \$7,500

1989 Sno-cat LMC1800, asking price \$22,00, sold price \$24,000

1994 Sno-cat Bear, asking price \$15,000, sold price \$22,000

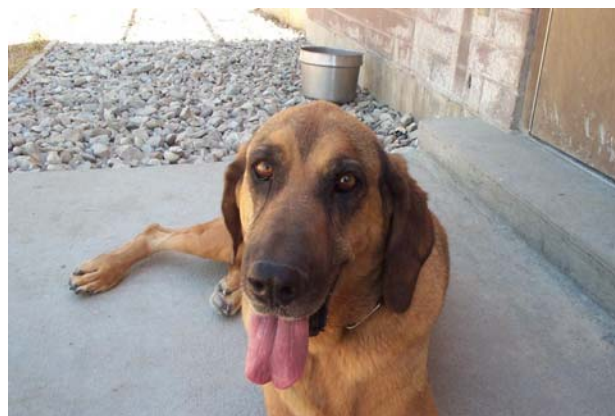
1994 John Deere Tractor, asking price \$17,000, sold price \$17,500

Glen is certainly the right person for this job and the State program is certainly grateful for his help. The added cost is offset by his ability to generate higher revenues. If you are looking for heavy equipment to buy or have heavy equipment to disposal of contact Glen and he will be happy to serve you. The surplus agency salutes Glen for a job well done.



Surplus Dog

Surplus dogs! Yes, The State of Utah utilizes certain animals to fulfill specific missions. Mostly dogs and horses in the recent years. Animals like other State personal property are surplusized through the State surplus process. In the last couple of years several dogs have reached their retirement age or have not achieved training expectations. Our best hope is to find a loving family to adopt these animals. The alternative is never contemplated.



One such dog is 11-year-old hound being surplus from Department of Correction. The dog's name is "Deputy" and was trained for tracking purposes. State surplus received notice of the pending retirement of Deputy on August 27, 2003. Surplus immediately published a notice that we were seeking a good home for her. The response was overwhelming. The phone calls went on for days.

Deputy was first offered to other law-enforcement agencies and put up for adoption. The first person to come forward was Matt Mellor, a DOC employee. Deputy was well-trained and lovable hound dog. Matt assured us that Deputy is living up to her billing. State surplus would like to thank all those people that responded to our notice. We appreciate your willingness to provide a safe, loving home for these great and faithful animals. We truly feel bad for all of you that missed out on this opportunity. However, keep watching your email for future notices.

State Fuel Network Moves to New Gascard Program

The State of Utah Fuel Network, together with Fleetcor/Gascard, will be implementing a windows based environment and web enabled system. The conversion will take place November 1, 2003. With this new change, we will be able to offer many great new features to our customers.

The Fuel network staff spent three days in training with Fleetcor Technologies, learning the new features of the program. These features will help our customers improve their efficiency and productivity.

The transition should be smooth with no down time for our customers. All state vehicles, including Higher Ed, will require Fleet Focus Operator ID's prior to getting a pin number to use for fueling.

The Fuel Network is excited about the changes that are taking place, and we are looking forward to share with you all that this new system has to offer you.

Employee of the Year

The Division of Fleet Operations Employee of the Year is Judy Wilkins.

Judy is an Information Technology Analyst for the Division. Judy was instrumental in the creation and development of the creation and development of the Division's website applications, programs and online solutions. She has been instrumental in the development of the online security processes and procedures. Because of her efforts, the Division has received significant praise and positive feedback this past year throughout the state and among

members of the nation's fleet industry.

Judy was also one of the six finalists for the State Employee of the Year. Lieutenant Governor, Olene Walker, presented Judy with a plaque.



Judy was presented a certificate and the \$500 DFO Employee of the Year Award at the DAS Summer Luncheon on September 11, 2003, by Steve Saltzgiver, DFO Director.



CONGRATULATIONS, JUDY!

Groovy New Stuff

Fleet Supervisor, Gala Dumas has a new office. She has moved in with the ITS install team at the Calvin Rampton Complex. "It makes sense", Gala says, "After all ITS and DFSS are both divisions of Administrative Services. And besides I'm closer to the install bays and my equipment and vehicle lot this way."



She chose to "decorate" her office in a 60's motif for her open house party on September 11th and promises that you can plan to see it change with the holidays.



A large new warehouse has been added to the Rampton operation as well. "This is the best thing we have ever done for this operation," she adds, "Having enough room to house the DPS equipment in an orderly fashion is going to be a great boon to the process. I am really looking forward to the 2004 build cycle. It is going to be much easier with this wonderful addition."



If you get a chance, you should go and see for yourself. Gala is always ready to show off the installation process at Cal Rampton. She tells us that her couch, although somewhat ugly, is very comfortable.

Several incentive awards were given out in our September Meeting. Kimberlee Willette was awarded \$25 for taking the initiative to take minutes for the bi-weekly coordination meeting. She was looking for "What Else Can I Do" that we will study in the OZ Principle this year in our Employee Training Retreat.

Gus Cansino was awarded \$50 for his work to help the Utah Minority Community Information and Education Center.

Gala Dumas was also awarded \$50 for her support of FleetFocus with the ITS Radio Shop. Her work ethic and attitude are very impressive.

Dave Rees was awarded \$25 because, in a tight situation, a customer needed a vehicle that had not been fueled. He was asked to go fuel the vehicle, and he immediately went and fueled the vehicle for the customer.

Pat's on the back were awarded to Deanna Nielsen for her work reducing the accounts receivable balances; one to Kathryn Anderson and Karen Kraus for their level of customer service to Vinn Ross of Public Safety; Jeff Done and Sam Lee for providing their employees with a positive work environment; and Michelle for keeping the Fish! Philosophy alive.

Jeff Done was recognized by Alan Workman of the Department of Public Safety for "Customer Service Excellence with regard to the role he played in solving a DPS fueling program. He was given a small pocket knife symbolizing "Cutting-Edge" Customer Service!

CRASH TEST RESULTS, ROLLOVER RATINGS FOR 2003 MODELS ON NHTSA'S SITE

National Highway Traffic Safety Administration (NHTSA) crash test results and rollover ratings for selected 2003 models are now available at: www.nhtsa.dot.gov.

Numerous vehicles were rated for rollover resistance, frontal impact and side impact. Frontal tests should be compared only within the same weight class. The New Car Assessment Program (NCAP) reports crash test results in a range of one to five stars, with five stars showing the best safety protection for vehicles. The NCAP side impact ratings result in one to five stars based upon the chest measurement, with five stars being the highest rating. Scores can be compared across the vehicle weight classes.

A fact sheet, containing explanatory information and tables showing NCAP crash tests results for model year 2003 vehicles, is available by calling the NHTSA Office of Public and Consumer Affairs, (202) 366-9550 or the Auto Safety Hotline, (888) 327-4236. Crash test information is available at NHTSA's Web site by clicking on "Crash Test" under "Popular Information" in the index on the left side of the screen.

7 OF 7 NEW VEHICLES EARN RATINGS OF GOOD IN HIGH-SPEED FRONTAL OFFSET CRASH TESTS

In a recent series of frontal offset crash tests by the Insurance Institute for Highway Safety (IIHS), all seven new or redesigned vehicles earned the top rating of good. IIHS tested three 2003 model midsize cars (Mazda 6, Infiniti G35, and Saab 9-3), two 2004 model minivans (Toyota Sienna and Nissan Quest), and two 2003 model large luxury cars (Lincoln Town Car and Mercedes E class). In addition to good overall ratings, five of the best performing vehicles earned the Institute's "best pick" designation.

Vehicle ratings reflect performance in 40 mph frontal offset crash tests into a deformable barrier. Based on the results, the Institute evaluates the crashworthiness of passenger vehicles, assigning each vehicle a rating from good to poor overall. If a vehicle earns a good rating, it means that in a real-world crash of similar severity a belted driver would be likely to walk away without serious injuries.

Test results are available at www.iihs.org/news_releases/2003/pr092103.htm.